



Statewide Employee COMPLIANCE TRAINING

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TECHNICAL:

Q. What browsers are required for playing courses?

A. SkillPort version 2.4 requires one of these browsers:

- Microsoft Internet Explorer version 7.x or higher (this is the recommended browser)
- Google Chrome
- Safari

With Internet Explorer, you must have Microsoft Java Virtual Machine (JVM) 5.00.3165 or greater installed.

With Google Chrome, you may receive the following message: Java was blocked because it is out of date. Update plug-in... or Run this time. Always select "Run this time." The plug-in will be allowed to run and the message will go away.

Q. I receive a Java warning when I try to log in to the Skillport System or play a training?

A. This may happen in Google Chrome. Always select "Run this time." The plug-in will be allowed to run and the message will go away.

Q. What does the Download option do?

A. The download option gives you the ability to download content to your local machine so courses may be taken when disconnected from the network. We recommend that employees take the training in the portal. However, employees who work remotely or with limited internet access should contact their OIT service desk in order to install the SkillSoft Course Manager and Player. This option may be enabled or disabled on your e-Learning site.

Q. When I try to play a training, I get a pop-up blocker warning. What should I do?

A. In Chrome: To turn off pop-up blockers, select the Chrome menu on the browser bar. Select settings. Click “show advanced settings...” on the bottom of the screen. Under privacy, click the Content settings button. Under pop-ups, click the radio button for “Allow all sites to show pop-ups.”

In Internet Explorer: Under tools, select Pop-up Blocker. The pop-up blocker will either give you the option to turn on, or turn off the pop-up blocker. Select “turn off pop-up blocker.”

Q. Should I have other applications open when running the courses?

A. Occasionally, having other applications open on the desktop can affect course performance. We recommend closing all non-essential applications when playing courses.

Q. Who do I contact for Technical Support?

A. You should contact your OIT service desk representative.

COURSE FEATURES AND NAVIGATION:

Q. Can I turn the audio off?

A. Yes. You can turn the audio off at any time by clicking the turn off audio button located just above the page back and page forward buttons at the lower right-hand side of the screen. You can turn it back on by clicking the same button.

Q. Can I play two courses simultaneously?

A. No. You can only play one course at a time.

Q. I’m on the homepage. Where can I find the compliance training?

A. Select My Plan on the left-hand navigation bar. All three compliance training should be listed under the Assigned Folder. If you do not see the trainings, contact the Statewide Training & Development Center at dpa_compliancetraining@state.co.us.

Q. How do I shorten my learning time or How do I use the Accelerated path?

A. Once in a course, click on the Assessments Button. The Assessment Button enables you to take Preassessments for the course and allows you to view your results.

- To start a Preassessment, click the corresponding colored button under Preassess Results.
- Based on your Preassessment results, an *Accelerated Path* through the course is identified for you.

- To access your Accelerated Path click on *Accelerated Path* Button. The lessons and topics for which you have demonstrated mastery are marked as *Mastered*, indicating that you do not need to complete them.
- When you start a topic (or lesson overview) from the *Accelerated Path*, you'll see a transition screen that indicates whether you have mastered a topic. You have the option to start the topic, or skip to the next topic. To play content on the Accelerated Path Menu, click the Topic or Assessment title.

Q. How do I bookmark my place?

A. Using the Exit button to close the SkillSoft course player "bookmarks" you at the beginning of the "topic" that you are reviewing. It does not bookmark you exactly where you leave. We recommend finishing topics in their entirety before exiting out.

Q. What are Job Aids?

A. Each SkillSoft course typically has several job aids associated with it. They are handy highlights of a course, you can print out and refer back to in the workplace.

Q. When do I know when I have completed a course?

A. In SkillPort, you can view the completion requirements set for your organization on the My Progress page. A typical completion requirement might look like:

Courses are counted as completed if the overall high score is 80% or greater and if all assessments have been attempted.

Note...the overall high score is found under the column titled 'Mastery Results' 'High' on the 'Learner Records Progress Report'.

Q. Do I get credit for multiple part assessment questions if I don't answer all the questions correctly?

A. In multiple part assessment questions, you will receive partial credit for those questions you answered correctly. The score is calculated by the number of correct answers divided by the total number of choices. You can view your assessment score for each lesson on the Assessments page.